

**Commonwealth of Massachusetts  
Department of Telecommunications and Energy  
Fitchburg Gas and Electric Light Company  
Docket No. D.T.E. 02-24/25  
Responses to the Attorney General's Sixth Set of Information Requests**

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**Request No. AG-6-3 (Gas)**

What is the source of the number of customers billed on each cycle? Why does the total of number of customers per class billed on each cycle, that is used in the Fitchburg.01\_dd.xls model not equal the total number of customers actually billed, that appears in the Input Data of the Sales and Demand model?

**Response:**

The data provided for the number of customers per class billed on each cycle was determined by a weighted average of meter reading counts per bill cycle. The numbers provided in the Input Data of the Sales and Demand model were computed by dividing customer charge revenues by the customer charge to get an exact bill count for rate design purposes. Therefore, the numbers provided in Fitchburg.01\_dd.xls will not match those provided in the Sales and Demand model. The reason a weighted average was used is due to the constant daily changes in these numbers. The changes or variances can be explained by a number of following factors:

- The number of customers per rate class changes on a daily basis. Depending on the time of the day, the number of customers on each cycle may not compare to past or future number of bills sent out due to many customers being added and finalized in the Customer Information System each day.
- The cancel/re-bill process will cause the number of bills sent to be more than the number of customers in the system depending upon the time of the analysis.
- Customers rates are periodically changed (during rate reviews). If the customers billed on each cycle count was done after this review and a comparison is made on amounts from before the review, a discrepancy may occur.

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